

CLAIMSHow to file a claim

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Central TRICARE Service Center
(CTSC)



Claims Filing

- Claims Filing
- Active Duty Claims
- Claims Processing
- Other Health Insurance (OHI)
 - TRICARE For Life
- Appeals
- Claims Research



Claims Filing

Who can file a claim?

- Provider
- Beneficiary
- Point of Contact (POC)
- International SOS



Claims Filing

What is needed to file claims for Prime ADFMs and all Standard members?

- DD Form 2642 (must be signed by patient, parent or guardian)
- ISOS authorization letter (TGRO ADFMs)
- Itemized bill from provider or pharmacy
- Receipt for payment (if applicable)
- OHI EOB (if applicable)





Claims Filing - Active Duty

What is need to file an ADSM claim?

- DD Form 2642 (must be signed by patient)
- ISOS letter or service authorization form
 - SF 1034 Army & Air Force claims
 - NAVMED 6320/10 Navy & Marine claims
- Itemized bill from provider or pharmacy
- Receipt for payment (if applicable)



Claims Filing - Active Duty

- All non-emergent, civilian medical and dental care for ADSMs MUST be preapproved
 - Local Commander/certifying official can approve up to \$500 per episode of care
 - Service level approval is required for care greater than \$500
 - International SOS at TGRO locations



Claims Filing - Active Duty

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PRIVACY ACT STATEMENT
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Where are claims processed?

 All overseas claims are processed by WPS (Wisconsin Physician Services) in the US

How are claims processed?

- Each claim received in paper format is scanned into the WPS system
- Claim number is assigned
- Passed through a series of system edits
- Payment amounts are assigned and checks are cut and paid to the indicated person/provider
 - Payment may be made in local currency or US dollars





Possible Delays in Claims Processing

- Incomplete or unsigned claim form
- Diagnosis information missing (block 8a)
- Illegible provider information
- Lack of ADSM authorization
- Lack of TGRO Prime enrollment
- Claim received after timely filing period
 - 365 days from the date of service





Who receives TRICARE payment?

- TRICARE payment is automatically sent to the provider of service (unless otherwise indicated)
 - For pharmacy claims, payment defaults to patient (unless otherwise indicated)

Who do I call for claims processing errors?

 For any claims errors WPS should be contacted by calling (608) 301-2310





Please follow directions attached to the claim form for correct completion.

Please complete a separate claim form for each patient and each provider.

Currency conversion will be made using the latest date of service/care attached to each claim form.

Please write "REPAY TO PATIENT" in blocks 11c - 11f if payment was made to the provider and you are requesting reimbursement (indicated on attached example).

If you have Other Health Insurance (OHI) and need to use these blocks, write across the directions on the bottom of the page (when you are finished reading the directions). Try not to mark along the borders of the page (bottom or top) because sometimes these get cut off during scanning/copying.

Please mail claims to:

TRICARE Europe WPS – Claims Processing PO BOX 8976 Madison, WI 53708-8976

Make sure you keep copies of everything for your records.

For additional information or questions please contact:

TRICARE Europe 1-888-777-8343, Option 1 Or 00 49 6302 67 7433/7432





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Claims Processing - Other Health Insurance (OHI)

Filing Claims with Other Health Insurance (OHI)

- TRICARE is secondary payer to ALL other health coverage including host nation coverage
 - Exception: Secondary only to Medicaid and designated TRICARE supplemental plans
- TRICARE claims MUST have explanation of OHI payment or denial submitted with the TRICARE claim





Claims Processing - TRICARE for Life

- Medicare <u>will not</u> pay for care received overseas
 - Equivalent to host nation coverage
- TRICARE is the primary payer for all overseas healthcare (unless a third policy exists, i.e. travelers insurance)
 - Claims should be filed to WPS/Overseas for processing



Claims Processing - Appeals

Beneficiaries who disagree with certain decisions related to their benefits have the right to appeal that decision

You can appeal the following types of issues and there are different processes for each:

Factual:

- When TRICARE has denied payment for services or supplies received
- When TRICARE terminates payment for services or supplies that were previously authorized





Claims Processing - Appeals

- Medical Necessity:
 - When TRICARE denies prior authorization to requested services or supplies
- Dual Eligible (For beneficiaries eligible for both TRICARE and Medicare):
 - When Medicare and TRICARE have both denied a claim and you have successfully appealed the Medicare claim (they paid the claim)
 - Note: If Medicare paid a claim and TRICARE did not, you can appeal the TRICARE decision through the Factual appeal process



Claims Processing - Appeals

Remember, beneficiaries must:

- Meet all the required deadlines; appeals are time sensitive
- Send appeals in writing with signatures
- Include copies of all supporting documents in the appeal
 - If paperwork is not available, beneficiaries may send the letter by the deadline, and note that additional information will be sent
- Keep copies of EVERYTHING!





Claims Research

- www.TRICARE4U.com
- WPS
- CTSC (Central TRICARE Service Center)



Claims Research - TRICARE4U

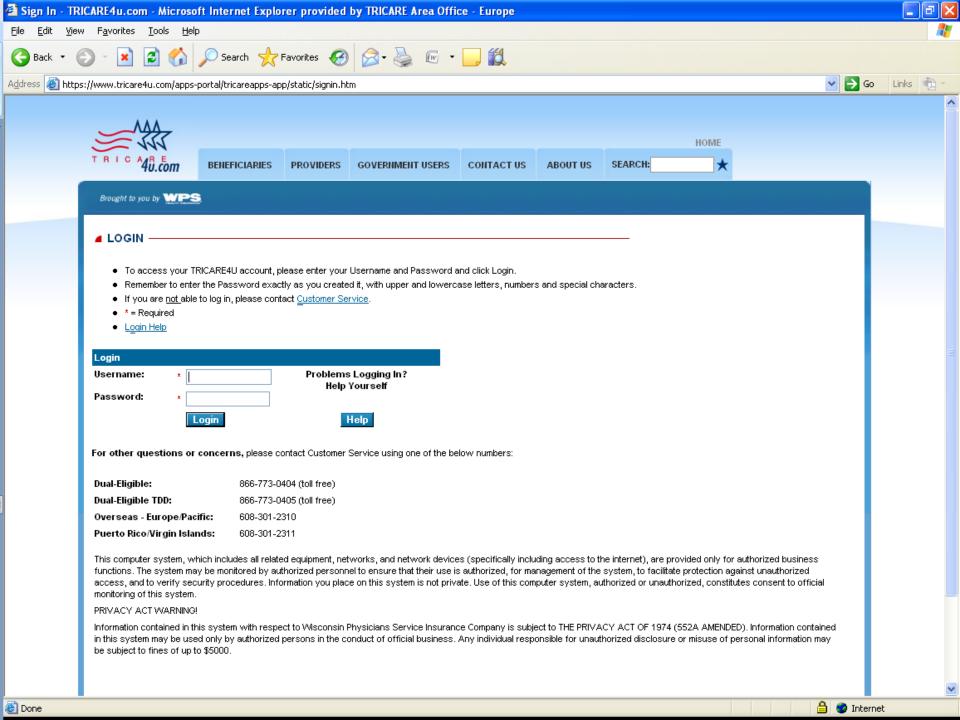
 TRICARE4U allows research by Sponsor social security number or Provider Tax ID number

- TRICARE4U shows eligibility for all members with claims processed
- Offers resources for additional information

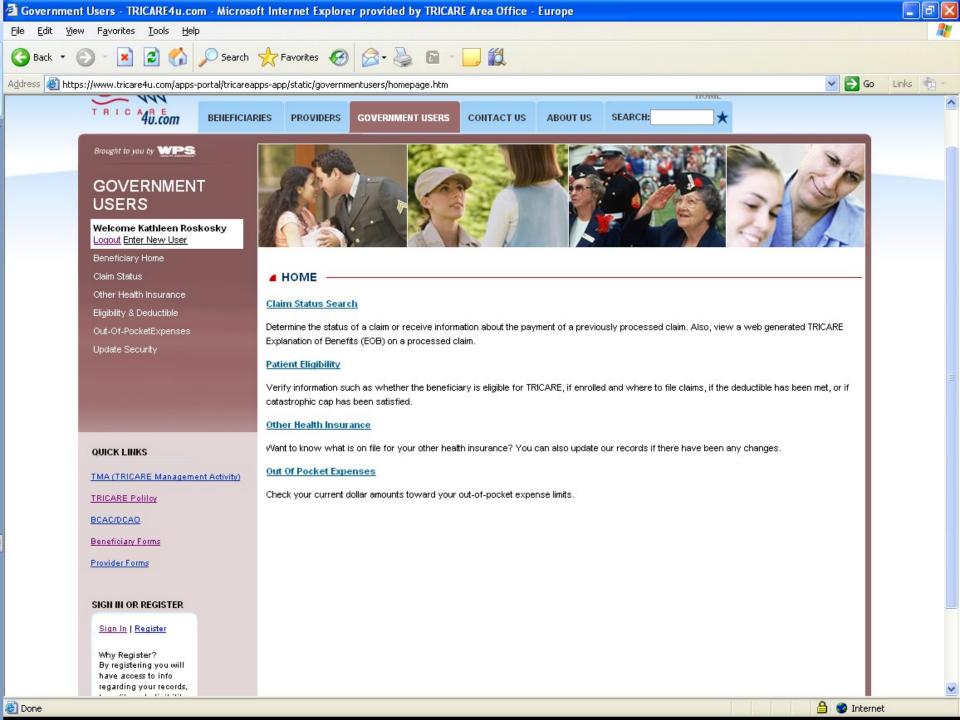


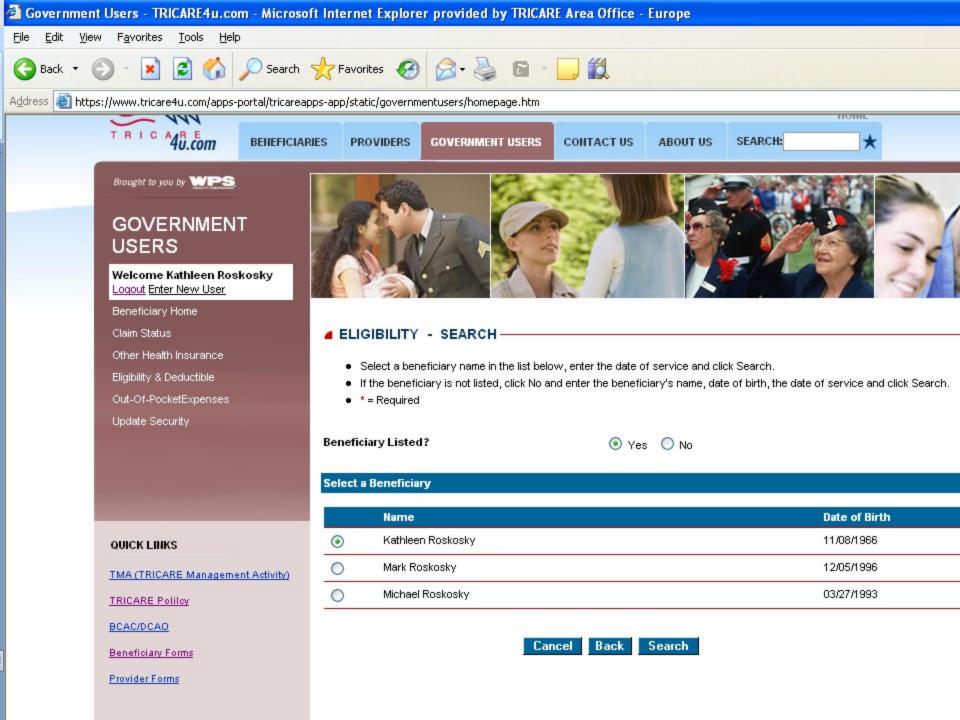
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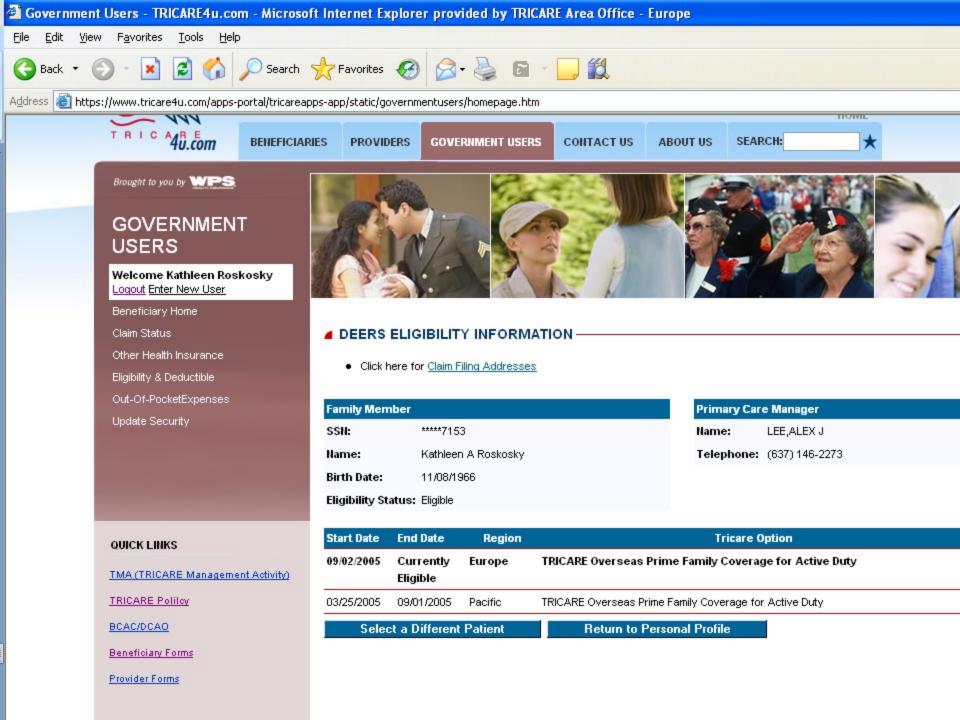
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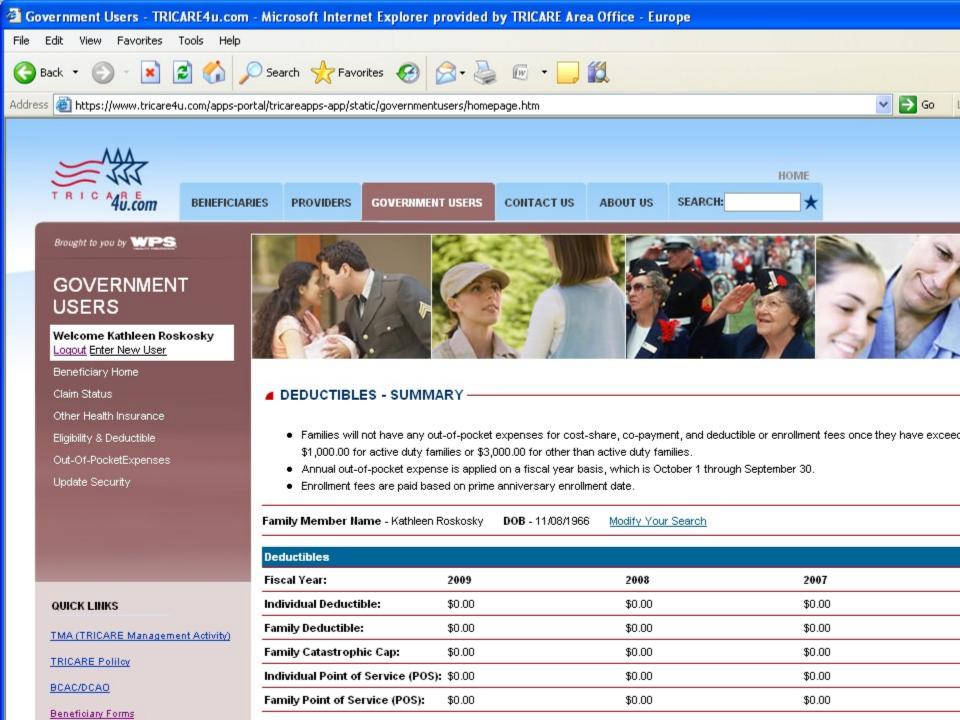


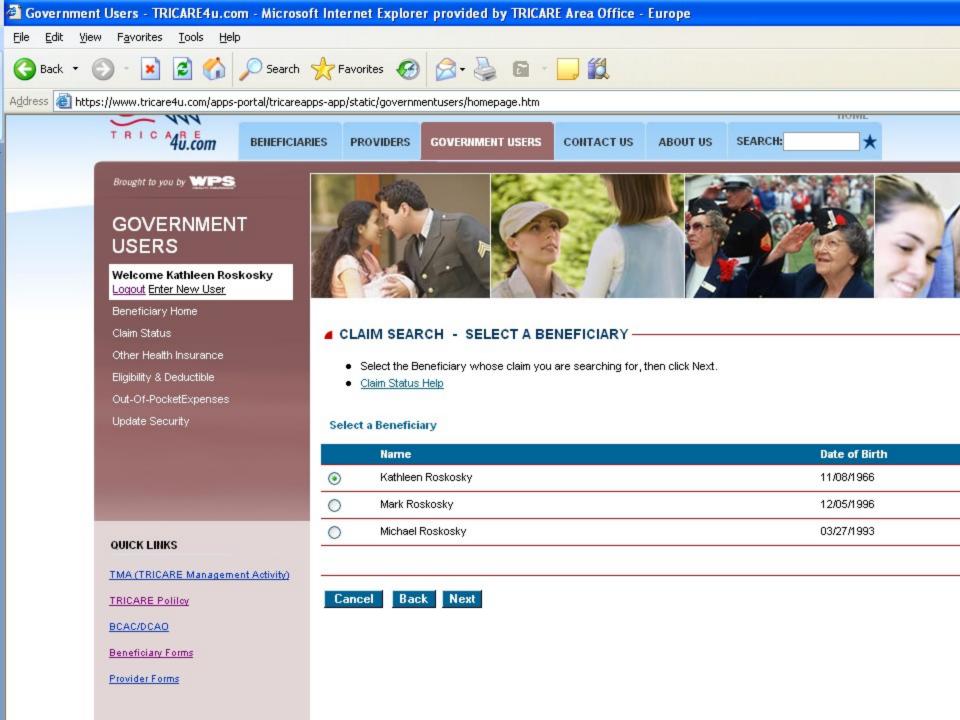
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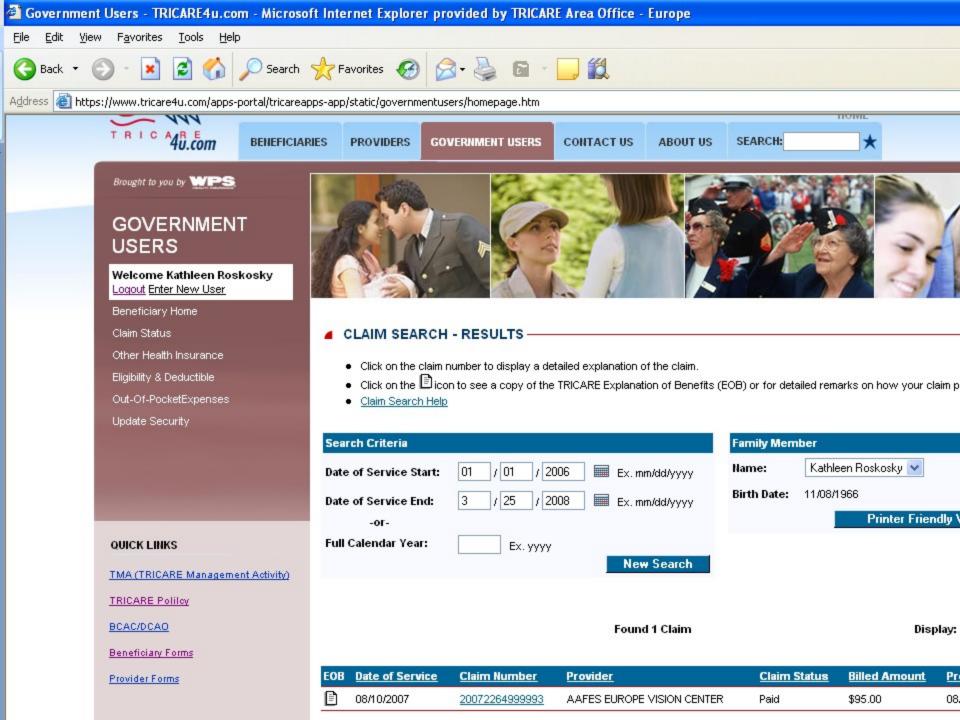


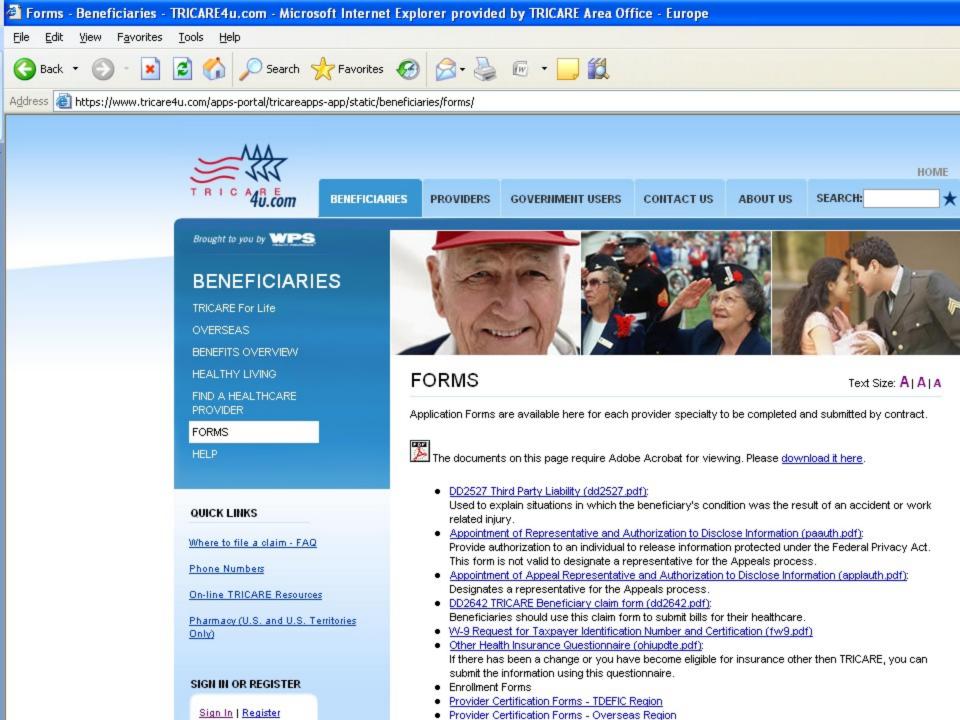












Claims Research - TRICARE4U

- TRICARE4U is a WPS owned system
- Passwords must be reset with WPS
- Beneficiary may register to check their own claim status
 - Each adult beneficiary has to have their own registration for privacy sake

www.TRICARE4U.com



Claims Research - WPS

 WPS may be contacted by emailing from TRICARE4U website

 WPS is available beginning 0900 CET at 608-301-2310

 POC's <u>ONLY</u> have priority fax numbers available 608-301-2201/2202



Claims Research - CTSC

- Central TRICARE Service Center (CTSC)
 - 49-6302-67-7433/7432 or DSN 314-496-7433/7432
 - Open from 0800 2100 CET; Monday through Friday
 - Closed on Federal Holidays
- Email: TEUROPE@europe.tricare.osd.mil
- Fax: 49-6302-67-6374 or DSN 314-496-6374



Claims Filing & Processing

Questions?



